

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

## Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Kansas Department for Children and Families		9. Position No. Unclassified		10. Budget Program Number 629-20110	
2. Employee Name (leave blank if position vacant)				11. Present Class Title (if existing position) Human Services Supervisor	
3. Division Family Services				12. Proposed Class Title	
4. Section Economic and Employment Services		For  Use  By  Personnel  Office	13. Allocation		
5. Unit Employment Services			14. Effective Date		
6. Location (address where employee works) City County			15. By	Approved	
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. %		Personnel  Office	16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 AM To: 5:00 PM			17. Audit Date: By: Date: By:		

Agency  
Number

Position  
Number

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

- The purpose of this unclassified position is to increase both the number of consumers meeting Federal work participation requirements and the number of employment resources available within the region.
- The position will supervise a unit of Employment Business Developers who carry a caseload or are part of a work program unit providing services to mandatory TANF clients.
- The expected outcome will be achieved by developing and maintaining relationships between EES process management teams, employment services staff, other agency staff, other agencies and businesses in order to promote all EES employment service outcomes.
- The position will guide, mentor and be a resource for employment services staff who develop individual employment plans, and maintain telephone and written communications to support the client's participation in meetings, trainings, and work activities, and ultimately obtain and maintain employment..
- It requires the position to provide individual and group consultation with staff and to suggest corrective action as appropriate.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
Chicka Richard	Employment Services Coordinator	

Who evaluates the work of an incumbent in this position?

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
Same		

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20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This position exists to supervise professional and support staff within the Employment Services team. This position plans, directs, and manages the delivery of Employment Services / Work Programs by the team. This position provides program oversight to ensure compliance with Federal and State regulation and with Employment Services goals.

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21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

- What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief).
- For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time	
1 30%	<p><u><i>Essential Task:</i></u></p> <p>Directs the work of Employment Services team. Recruits, selects, assigns, and evaluates staff in keeping with federal and state regulations. Monitors time usage. Establishes performance expectations, provides feedback, guidance, mentoring, monitoring and motivation. Ensures coverage and provides back up for teams. Ensures resources are available to enable staff to complete their work effectively. Facilitates work of team. Promotes team cohesiveness. Manages information and communicates effectively with team through individual and team conferences. Deals with conflict, resolving issues at the lowest level possible. Monitor reports and maintains documentation for evaluation purposes. Demonstrate basic competencies.</p>
2 30%	<p><u><i>Essential Task:</i></u></p> <p>Ensures team follows methods and principles of the Employment Services unit. Observes staff interviewing or other tasks to ensure staff are aware and follow policy. Monitors staff for meeting outcomes of the unit and staying on task for meeting state goals for employment. This position oversees staff and monitors process and service provision to make sure staff are following their duties that include but are not limited to: completing client initial interviews, developing individualized plans and providing intensive case management, coordinating the network of services the individual needs to become self-sufficient.</p>
3 25%	<p><u><i>Essential Task:</i></u></p> <p>Monitors responsiveness of team to ensure timely and accurate service delivery by using case readings, reports, and case staffing. Observes staff in their tasks to ensure they know policy and are using tools available to them. Monitors reports and available data on individual performance to ensure staff is meeting outcome and goals. Addresses concerns, complaints, appeals and resolves problems to deliver optimum customer service.</p>
4 10%	<p><u><i>Essential Task:</i></u></p> <p>Promotes professional development and monitors staff's knowledge of policy and procedures through trainings, huddles, and conferences. Uses peer experts, training, and sharing successes to encourage growth. Is a mentor and a role model. Participate in program and management meetings. Represents regional employment coordinator(s) at meetings or for presentations as asked.</p>

**Essential Task:**

Serves on local and statewide committees and Advisory Boards as assigned. Represents the agency and serves as a spokesperson at regional, state/local conferences and meetings. Accepts special assignments and provides consultation on program issues including special research and pilot projects or initiatives.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- (X) Lead worker assigns, trains, schedules, oversees, or reviews work of others.  
 ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.  
 ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Title**

**Position Number**

Employment Business Developer

23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.  
 (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.  
 ( ) Major program failure, major property loss, or serious injury or incapacitation.  
 ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

- Errors in actions or decisions could result in field staff implementing program policies inaccurately.
- Not implementing a federal change or meeting federal performance standards could result in fiscal sanctions and/or major losses of federal funding.
- Program planning and implementation can and does impact the lives of thousands of Kansans.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contact with agency consumers, agency employees, service providers, community resource agencies, government officials, and general public. Makes referrals to/and coordinates access to other services within the community for customers (when needed). Daily dissemination of information regarding state and federal regulations and agency policy and procedures.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The work environment involves only routine discomforts typical of offices, meetings, and training rooms.

There may be stress associated with meeting deadlines and responding to staff inquiries and requests.

Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers when dealing with issues of employment and placement.

Long periods of time may be spent on a computer and various computer systems.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

- Personal computer, printer/scanner/fax machine, telephone, and copier used daily.
- Vehicle for travel as needed. Some overnights will be required.

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**PART III - To be completed by the department head or personnel office**

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to

begin employment in this position.

**Minimum Requirements:** Six years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's program. Post secondary education may be substituted for experience as determined relevant by the agency.

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Education or Training - Special or professional

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License, certificates and registrations  
Must obtain and maintain Security Clearance

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Special knowledge, skills and abilities

- Knowledge and/or experience in:  
Must have the ability to establish and maintain productive work relationships with clients and other employees; ability to communicate effectively; ability to understand and interpret written materials, oral as well as written instructions; ability to perform basic arithmetic computation; ability to make basic decisions, maintain self-control in stressful situations, and take appropriate actions; and the ability to relate to and understand problems and needs of disadvantaged persons.

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Experience - Length in years and kind

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#### 28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

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Signature of Employee \_\_\_\_\_ Date \_\_\_\_\_

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Signature of Personnel Official \_\_\_\_\_ Date \_\_\_\_\_

**Approved:**

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Signature of Supervisor \_\_\_\_\_ Date \_\_\_\_\_

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Signature of Agency Head or  
Appointing Authority \_\_\_\_\_ Date \_\_\_\_\_